The following is a sequence of questions and answers regarding the Arizona Network (*AZNet*) telecommunications program….Pricing, Billing and Contract Information. If you have any questions, please submit them via the TPO website: www.tpo.az.gov or call the Telecommunications Program Office (TPO) at 602-364-1106.

Pricing, Billing and Contract Information

1. What are the elements of the monthly *AZNet* Agency Invoice Report?

Invoice Element	Definition
Agency Invoice Summary	A one-page summary of all components of the bill, which provides the following: o Shows the total amount owed by the agency and serves as the remit page for the bill; o Groups charges into categories such as Carrier Charges, Adjustments, etc.; o Displays all PONS, but allows filtering to individual PON or SubPON level.
All Costs by PON-SubPON	A tabular layout of all charges, grouped by PON-SubPON value and broken out into categories. This report may be filtered to an individual PON or SubPON level.
Seat & Per Occurrence Detail Report	A report that includes all seat and per occurrence charges, including detail of the seat type, the station number and other information. This report may be filtered to an individual PON or SubPON level.
Changed Seat & Per Occurrence Detail Report	A report of seats or billable items that are either new that month or existed but deleted since the previous AZNet bill. This Changed Seat Report is a quick synopsis to show what seats changed since the previous bill. This report may be filtered to an individual PON or SubPON level.
MAC Detail Report	A report that includes all MAC tickets closed during the previous month, including detail of the MAC type, the MAC ticket ID and a link to the Remedy data for the MAC. This report may be filtered to an individual PON or SubPON level.
Quarterly MAC Allotment Report	A report of MAC allotments for the agency every month, which on a quarterly basis shows usage and charge amounts.
Carrier Detail Report	A report that includes the station ID or circuit/phone number for items charged specifically to an agency. This report may be filtered to an individual PON or SubPON level.
Project Detail Report	A report of any billing for Demand Management Team (DMT) Projects. Charges are typically $0.00 for every agency because DMT projects bill outside of BillPort unless an agency specifically requests that a DMT project bill through BillPort.
Adjustment Detail Report	A report that shows payments received, early payment credit, and dispute credits/debits for the previous or current month.

Call Detail Report	A report that includes Call Detail Record (CDR) information provided from the carriers for Long Distance (LD) calling by individual charge amount. Online, this report may be filtered by PON, SubPON or individual station ID.
Data Source File	An Excel sheet displaying all the charge items affecting the Agency Invoice Report. From Excel, the invoice data may be saved in different formats and may be loaded into agency accounting applications.
Report User Guide	A copy of the BillPort User's Guide for Agencies which may be downloaded.

The following additional reports and details can be found from the Invoice Report – Summary Page.

Name	Definition
Previous Balance	Total outstanding amount due as reported on the previous month's *AZNet* invoice.
Payment Details	Amount of agency payments posted since the previous *AZNet* invoice.
Adjustments to Previous Invoice	Adjustments to previous *AZNet* invoices.
Seats & Per Occurrence Details	All seat charges and per occurrence item charges, such as fax and VPN charges.
MAC Details	All Move, Add, or Change order (MACs) activity closed during the previous month. Includes detail of the MAC type, the MAC ticket ID, a link to the Remedy data for the MAC, and applicable equipment and labor charges.
Quarterly MAC Allotment Details	MAC allotments for the agency every month. On a quarterly basis, shows usage amounts, charge amounts and MAC Allotment balance.
One-time Charge Details	Non-standard equipment and project charges supplied by AZNet's Change Account Management desk (CAM). The charges should agree with CAM quotes and have prior customer approval.
Project Details	Billing for Demand Management Team (DMT) Projects. Charges are typically $0.00 for every agency because DMT projects bill outside of BillPort unless an agency specifically requests that a DMT project bill through BillPort.
Direct Carrier Details	Charges passed from telecom carriers to the agency.
Long Distance (LD) Details	Details of the date, time and duration of every long distance toll charge. Charges represented on this report are included in Direct Carrier Charges, which summarizes all charges including any applicable tax.
Shared Carrier Details	Agency's share of carrier invoices for circuits and network infrastructure shared among State of Arizona agencies. The amount charged is based on a proportion of an agency's previous *AZNet* bill to the total of all agency *AZNet* bills.

State Operator Services	Charges associated with state operator conference calls and transferred calls.
TPO & Other State Retained Costs	State of Arizona charge for the Telecommunications Program Office (TPO). The same percentage is applied to each agency's total monthly charges, excluding projects, one-time charges and Service Level Agreement credits.
Current Adjustments Details	Adjustments to current invoice, such as early pay credits.

2. How long do agencies have to pay the *AZNet* invoice?

Response: The due date for the monthly *AZNet* invoice is the 30th day after the invoice is published and viewable to agencies.

3. When is the monthly due date for a 2 percent early pay credit?

Response: The due date for the early pay credit is the 15th day after a monthly invoice is published and viewable to agencies.

4. Can my agency receive the early pay credit when disputing a charge?

Response: Yes, if you pay the currently owed stated amount of the invoice in-full. You will need to notify the *AZNet* Support Desk of your dispute. If the disputed amount is settled in your favor, credits will be posted on the applicable upcoming invoice.

5. Whom do I contact with a question about a charge or to dispute a charge?

Response: Email   your   question   or   dispute   to   the   *AZNet*   Support   Desk, aznetsupportdesk@azdoa.gov, or telephone the Support Desk at (602) 364-4444.